

Serial No. 09/606,093

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RD-27,075

#17

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Assistant Commissioner for Patents

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Arlington, VA 22313-1450 on June 15, 2004 (Date).

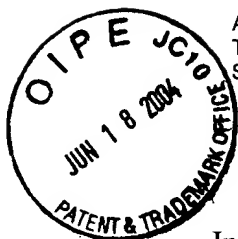
Typed or printed name: RITA M. LYNCH

Signature: Rita M. Lynch

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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Inventor: Shah et al.

Serial No.: 09/606,093

Group Art Unit: 2175

Filed: June 27, 2000

Examiner: TN Pardo

Title: METHOD AND SYSTEM
FOR ENABLING TRAINING OF
FIELD SERVICE PERSONNEL
AND FIELD SERVICE OF
MACHINES

Response to Paper No.: 16

PETITION TO WITHDRAW THE HOLDING OF ABANDONMENT UNDER 37
C.F.R. §1.181

Mail Stop Petition
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Sir:

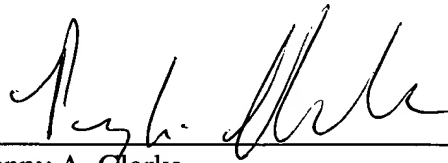
In accordance with 37 C.F.R. § 1.181, Applicants respectfully request that the U.S. Patent and Trademark Office (USPTO) withdraw the holding of abandonment for the above-identified patent application.

Applicants submitted a Notice of Appeal (Exhibit A) on October 14, 2003, requesting that the \$310 Appeal Fee be charged to General Electric's Deposit Account. The USPTO mailed an Advisory Action (Exhibit B) that indicated that the Notice of Appeal was received by the USPTO. Exhibit C is the Appeal Brief submitted by Applicants on December 5, 2003 with a Deposit Order Form (Exhibit D). Exhibit E is a post card received from the USPTO confirming the timely receipt by the USPTO of the

Appeal Brief on December 8, 2003. Applicants received a Notice of Abandonment (Exhibit F) dated June 1, 2004, indicating the application has been abandoned.

These facts and exhibits establish that Applicants submitted an Appeal Brief on December 5, 2003 and that it was received by the USPTO on December 8, 2003, but not correlated with the application. As a result, the USPTO erroneously abandoned the application. Accordingly, Applicants request that the USPTO withdraw the holding of abandonment so that Examiner Pardo can review the Appeal Brief.

Respectfully submitted,

A handwritten signature in cursive script, appearing to read "Penny A. Clarke", is written over a horizontal line.

Penny A. Clarke
Attorney for Applicants
Registration No. 46,627

Niskayuna, New York
Dated: June 10, 2004

EXHIBIT A

NOTICE OF APPEAL FROM THE EXAMINER TO THE BOARD OF APPEALS

ATTORNEY DOCKET NO.

RD-27,075- 3

IN RE APPLICATION OF

Rasiklal P. Shah et al.

SERIAL NUMBER

09/606,093

FILED

06/27/00

FOR

METHOD AND SYSTEM FOR ENABLING
TRAINING OF FIELD SERVICE PERSONNEL AND
FIELD SERVICE OF MACHINES

GROUP ART UNIT

2175

EXAMINER

T. N. Pardo

To the Assistant Commissioner for Patents:

Applicant hereby appeals to the Board of Appeals from the decision dated 07/14/03 of the
Examiner finally rejecting claims 1-66.

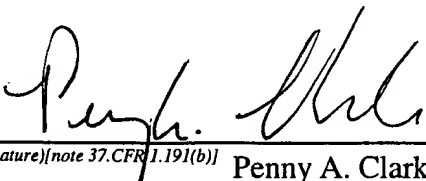
The \$310.00 Appeal Fee is:

- ☐ enclosed
- ☐ not required (fee paid in prior appeal in this application).
- ☒ requested to be charged to Deposit Account No. 07-0868 .
(Three copies of this Notice are enclosed herewith.)

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(signature) [note 37.CFR 1.191(b)]

Penny A. Clarke

Reg. No. 46,62710-14-03

(date)

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October 14, 2003

Date of Deposit

PITA M. Lynch

Type or Print Name

Pita M. Lynch

Signature

CRD Pat. Form 5 (9/97)



UNITED STATES PATENT AND TRADEMARK OFFICE

UNITED STATES DEPARTMENT OF COMMERCE
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EXHIBIT B
27075-3
P. C. C. K. K.

APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
09/606,093	06/27/2000	Rasiklal Punjalal Shah	RD-27,075/USA	4082

6147 7590 10/30/2003
GENERAL ELECTRIC COMPANY
GLOBAL RESEARCH CENTER
PATENT DOCKET RM. 4A59
PO BOX 8, BLDG. K-1 ROSS
NISKAYUNA, NY 12309

EXAMINER

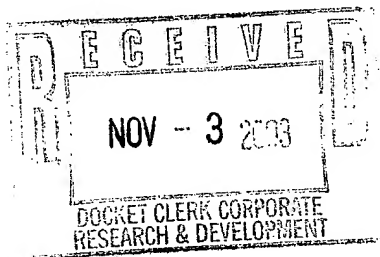
PARDO, THUY N

ART UNIT PAPER NUMBER

2175

DATE MAILED: 10/30/2003

Please find below and/or attached an Office communication concerning this application or proceeding.

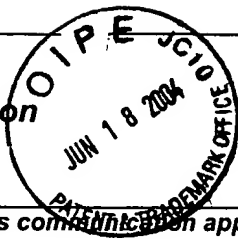


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M

Advisory Action

Application No.

09/606,093

Examiner

Thuy Pardo

Applicant(s)

SHAH ET AL.

Art Unit

2175

--The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

THE REPLY FILED 15 September 2003 FAILS TO PLACE THIS APPLICATION IN CONDITION FOR ALLOWANCE. Therefore, further action by the applicant is required to avoid abandonment of this application. A proper reply to a final rejection under 37 CFR 1.113 may only be either: (1) a timely filed amendment which places the application in condition for allowance; (2) a timely filed Notice of Appeal (with appeal fee); or (3) a timely filed Request for Continued Examination (RCE) in compliance with 37 CFR 1.114.

PERIOD FOR REPLY [check either a) or b)]

- a) ☐ The period for reply expires _____ months from the mailing date of the final rejection.
- b) ☐ The period for reply expires on: (1) the mailing date of this Advisory Action, or (2) the date set forth in the final rejection, whichever is later. In no event, however, will the statutory period for reply expire later than SIX MONTHS from the mailing date of the final rejection.
- ONLY CHECK THIS BOX WHEN THE FIRST REPLY WAS FILED WITHIN TWO MONTHS OF THE FINAL REJECTION. See MPEP 706.07(f).

Extensions of time may be obtained under 37 CFR 1.136(a). The date on which the petition under 37 CFR 1.136(a) and the appropriate extension fee have been filed is the date for purposes of determining the period of extension and the corresponding amount of the fee. The appropriate extension fee under 37 CFR 1.17(a) is calculated from: (1) the expiration date of the shortened statutory period for reply originally set in the final Office action; or (2) as set forth in (b) above, if checked. Any reply received by the Office later than three months after the mailing date of the final rejection, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

1. ☒ A Notice of Appeal was filed on 16 October 2003. Appellant's Brief must be filed within the period set forth in 37 CFR 1.192(a), or any extension thereof (37 CFR 1.191(d)), to avoid dismissal of the appeal.
2. ☐ The proposed amendment(s) will not be entered because:
- (a) ☐ they raise new issues that would require further consideration and/or search (see NOTE below);
- (b) ☐ they raise the issue of new matter (see Note below);
- (c) ☐ they are not deemed to place the application in better form for appeal by materially reducing or simplifying the issues for appeal; and/or
- (d) ☐ they present additional claims without canceling a corresponding number of finally rejected claims.

NOTE: _____

3. ☐ Applicant's reply has overcome the following rejection(s): _____.
4. ☐ Newly proposed or amended claim(s) _____ would be allowable if submitted in a separate, timely filed amendment canceling the non-allowable claim(s).
5. ☐ The a) ☐ affidavit, b) ☐ exhibit, or c) ☐ request for reconsideration has been considered but does NOT place the application in condition for allowance because: _____.
6. ☐ The affidavit or exhibit will NOT be considered because it is not directed SOLELY to issues which were newly raised by the Examiner in the final rejection.
7. ☒ For purposes of Appeal, the proposed amendment(s) a) ☐ will not be entered or b) ☒ will be entered and an explanation of how the new or amended claims would be rejected is provided below or appended.

The status of the claim(s) is (or will be) as follows:

Claim(s) allowed: _____.

Claim(s) objected to: _____.

Claim(s) rejected: 1-66.

Claim(s) withdrawn from consideration: _____.

8. ☐ The proposed drawing correction filed on _____ is a) ☐ approved or b) ☐ disapproved by the Examiner.
9. ☐ Note the attached Information Disclosure Statement(s) (PTO-1449) Paper No(s). _____.
10. ☐ Other: _____

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Examiner Thuy Pardo

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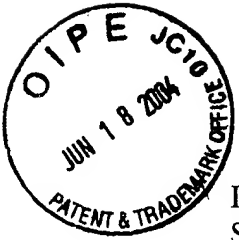
Commissioner for Patents

P.O. Box 2327

Arlington, VA 22313-1450 on December 05, 2004 (Date).

Typed or printed name: RITA M. LYNCH

Signature: Rita M. Lynch



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:
Shah et al.

: Group Art Unit: 2175

Application No. 09/606,093

: Examiner: T.N. Pardo

Filed: June 27, 2000

: Response to Paper No. 15

For: METHOD AND SYSTEM FOR
ENABLING TRAINING OF FIELD
SERVICE PERSONNEL AND
FIELD SERVICE OF MACHINES

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JUN 25 2004

Technology Center 2100

APPEAL BRIEF UNDER 37 C.F.R. 1.192

Assistant Commissioner for Patents
Alexandria, VA 22313-1450

37 CFR 1.192(c)(1): Real Party in Interest

General Electric Company is the real party in interest.

37 CFR 1.192(c)(2): Related Appeals and Interferences

None.

37 CFR 1.192(c)(3): Status of Claims

On October 14, 2003, Appellants appealed from the final rejection of Claims 1-66.

Claims 1-66 stand rejected under 35 USC 103(a) over U.S. Patent No. 6,484,165 (Beall), in view of U.S. Patent No. 5,890,175 (Wong).

37 CFR 1.192(c)(4): Status of Amendments

No amendments have been submitted.

37 CFR 1.192(c)(5): Summary of Invention

Typically, training of field service personnel, such as field engineers, for installation and repair of machines, such as computed tomography (CT) and magnetic resonance (MR) machines, requires spending several weeks at a training site, where trainers introduce the field service personnel to a set of written materials. Drawbacks to the conventional training approach may include (1) training materials created by design engineers unfamiliar with field service constraints, (2) training materials directed to a specific machine and structured in a serial fashion, (3) training materials geared to a specific skill level or limited to a general overview, and (4) difficulties in searching the training materials for reference to specific problems. In addition, field service personnel typically carry to a site, such as a hospital, various reference materials, such as product and training manuals, for reference in installing and repairing such medical machines. If a field engineer is not knowledgeable with repairing a particular malfunction, a subsequent visit to the hospital by a second field engineer possessing the necessary skills may be required to repair the malfunctioning machine.

In one aspect of Appellants' invention, as recited in Claim 1, a computer implemented method 300 (FIG. 3), for at least one of enabling training of field service personnel and field service of machines, includes: obtaining a reference material search request (FIG. 3, page 8, lines 12-16). The computer implemented method further includes providing a list (at 340) of at least one cataloged item associated with at least one reference material relating to at least one of training of field service personnel and field service of machines based on the reference material search request (FIG. 3, page 8, lines 16-20). The computer implemented method also includes providing a copy (at 350) of the at least one reference material associated with the at least one cataloged item (FIG. 3, page 8, lines 20-22).

In another aspect of Appellants' invention, as recited in Claim 3, in the computer implemented method 300 of Claim 1, the reference material search request includes data

relating to a machine (at 310), data relating to a skill level (at 320), and data relating to a service task (at 330) (Page 8, lines 12-20).

In another aspect of Appellants' invention, as recited in Claim 4, in the computer implemented method 300 of Claim 3 the data relating to the machine (at 310) includes data relating to product type and model (FIG. 3, page 8, lines 12-14). The data relating to the skill level (at 320) includes data relating to at least one of novice and expert (FIG. 5, page 9, lines 15-16). The data relating to the service task (at 330) includes data relating to at least one of installation, maintenance, and modification (FIG. 5, page 8, lines 10-11, page 9, lines 19-25).

In another aspect of Appellants' invention, as recited in Claim 5, in the computer implemented method 300 of Claim 1, the providing the list 340 includes generating the list from a data storage unit 450 that includes a number of cataloged items regarding a number of different machine types (FIGS. 2 and 4, page 10, lines 15-25).

In another aspect of Appellants' invention, as recited in Claim 8, in the computer implemented method 300 of Claim 1, the at least one cataloged item includes data relating to a machine, data relating to a skill level, data relating to a service task, and data relating to an authorization level (FIGS. 2 and 4, page 10, lines 7-25).

In another aspect of Appellants' invention, as recited in Claim 9, in the computer implemented method 300 of Claim 8, the data relating to the machine includes data relating to product type and model (FIG. 3, page 8, lines 12-14). The data relating to the skill level includes data relating to at least one of novice and expert (FIG. 5, page 9, lines 15-16). The data relating to the service task includes data relating to at least one of installation, maintenance, and modification (FIG. 5, page 8, lines 10-11, page 9, lines 19-25).

In another aspect of Appellants' invention, as recited in Claim 10, in the computer implemented method 300 of Claim 1, the providing the copy 350 includes retrieving the copy from a data storage unit 450 that includes data relating to at least one of training manuals and service manuals (Page 4, lines 7-11).

37 CFR 1.192(c)(6): Issues

- a) Whether Claims 1-66 are unpatentable under 35 USC 103(a) over Beall, in view of Wong.

37 CFR 1.192(c)(7): Grouping of Claims

- a) Claims 1, 2, 6 and 7 (2, 6 and 7 depend from 1), Claims 11, 12, 16, 17, 20 and 21 (12, 16, 17, 20 and 21 depend from 11), Claims 23, 24, 28 and 29 (24, 28 and 29 depend from 23), Claims 33, 34, 38, 39, 43 and 44 (34, 38, 39, 43 and 44 depend from 33), Claims 45, 46, 50 and 51 (46, 50 and 51 depend from 45), and Claims 55, 56, 60, 61, 65 and 66 (56, 60, 61, 65 and 66 depend from 55) stand or fall together.
- b) Claims 3, 13, 25, 35, 47 and 57 stand or fall together.
- c) Claims 4, 14, 26, 36, 48 and 58 stand or fall together
- d) Claims 5, 15, 27, 37, 49 and 59 stand or fall together.
- e) Claims 8, 18, 30, 40, 52 and 62 stand or fall together.
- f) Claims 9, 19, 31, 41, 53 and 63 stand or fall together.
- g) Claims 10, 20, 32, 42, 54 and 64 stand or fall together.

37 CFR 1.192(c)(8): Argument

1. Explanation of why (a) Claims 1, 2, 6, 7, 11, 12, 16, 17, 20, 21, 23, 24, 28, 29, 33, 34, 38, 39, 43, 44-46, 50, 51, 55, 56, 60, 61, 65 and 66, (b) Claims 3, 13, 25, 35, 47 and 57, (c) Claims 4, 14, 26, 36, 48 and 58, (d) Claims 5, 15, 27, 37, 49 and 59, (e) Claims 8, 18, 30, 40, 52 and 62, (f) Claims 9, 19, 31, 41, 53 and 63, and (g) Claims 10, 20, 32, 42, 54 and 64 are separately patentable from each other.

The embodiments of Claims 3, 13, 25, 35, 47 and 57 (group (b)) are separately patentable from the embodiments of group (a) because they recite that the reference material search request comprises data relating to a machine, data relating to a skill level, and data relating to a service task.

The embodiments of Claims 4, 14, 26, 36, 48 and 58 (group (c)) are separately patentable from the embodiments of groups (a) and (b) because they recite that the data relating to the machine comprises data relating to product type and model, the data relating to the skill level comprises data relating to at least one of novice and expert, and the data relating to the service task comprises data relating to at least one of installation, maintenance, and modification.

The embodiments of Claims 5, 15, 27, 37, 49 and 59 (group (d)) are separately patentable from the embodiments of groups (a), (b) and (c) because they recite that the providing the list comprises generating the list from a data storage unit comprising a plurality of cataloged items regarding a plurality of different machine types.

The embodiments of Claims 8, 18, 30, 40, 52 and 62 (group (e)) are separately patentable from the embodiments of groups (a), (b), (c) and (d) because they recite that the at least one cataloged item comprises data relating to a machine, data relating to a skill level, data relating to a service task, and data relating to an authorization level.

The embodiments of Claims 9, 19, 31, 41, 53 and 63 (group (f)) are separately patentable from the embodiments of groups (a), (b), (c), (d) and (e) because they depend from group (e) and further recite that the data relating to the machine comprises data relating to product type and model, the data relating to the skill level comprises data relating to at least one of novice and expert, and the data relating to the service task comprises data relating to at least one of installation, maintenance, and modification.

The embodiments of Claims 10, 20, 32, 42, 54 and 64 (group (g)) are separately patentable from the embodiments of groups (a), (b), (c), (d), (e) and (f) because they recite that the providing the copy comprises retrieving the copy from a data storage unit comprising data relating to at least one of training manuals and service manuals.

2. Brief characterization of the prior art relied on in the Final Rejection:

a. *Beall, U.S. Patent No. 6,484,165*: Beall is directed to a method and a system for database manipulation, and, more particularly, to an electronic catalog requisition system. (Abstract) The catalog is used for e-shopping. (See, for example, Col. 1, lines 20-22; Col. 7, lines 55-58; Col. 8, lines 4-10.)

b. *Wong, U.S. Patent No. 5,890,175*: Wong is directed to a method for dynamically generating and displaying catalogs electronically. (Abstract) The

method enables merchants to generate catalogues of items, each item having group and product information. (Abstract. See also Figure 4, for example.) Like Beall, Wong is directed to catalogs for e-shopping. (See, for example, Col. 1, lines 11-13, and Col. 3, lines 23-25.) The object of Wong is to provide a system that allows a small user (merchant) to create an electronic catalog that mimics the traditional store architecture (aisle, shelves etc). (Col. 1, lines 47-52, Col. 2, lines 39-42.) Although the examples and details in Wong are directed to e-shopping, at Col. 3, lines 31-33 of Wong, it is asserted that "the concepts of the invention are not limited to a traditional merchant/consumer relationship and can be used for creating catalogs of any sort, such as information-only catalogs."

3. Discussion of the issues presented by the final rejection:

a. *Whether Claims 1, 2, 6, 7, 11, 12, 16, 17, 20, 21, 23, 24, 28, 29, 33, 34, 38, 39, 43, 44-46, 50, 51, 55, 56, 60, 61, 65 and 66 are unpatentable under 35 USC 103(a) over Beall, in view of Wong:*

Claims 1, 2, 6, 7, 11, 12, 16, 17, 20, 21, 23, 24, 28, 29, 33, 34, 38, 39, 43, 44-46, 50, 51, 55, 56, 60, 61, 65 and 66 define allowable subject matter over Beall, in view of Wong.

Independent Claim 1 recites a "computer implemented method for at least one of enabling training of field service personnel and field service of machines, the computer implemented method comprising ... providing a list of at least one cataloged item associated with at least one reference material relating to at least one of training of field service personnel and field service of machines based on [a] reference material search request" Each of Claims 2, 6 and 7 depend from Claim 1.

Similarly, independent Claim 11 recites a "method for at least one of enabling training of field service personnel and field service of machines, the method comprising ... providing to [a] second computing unit a list of at least one cataloged item associated with at least one reference material relating to at least one of training of field service personnel and field service of machines from [a] first computing unit based on [a] reference material search request" Each of Claims 12, 16, 17, 20 and 21 depend from Claim 11.

Independent Claim 23 recites a "system for at least one of enabling training of field service personnel and field service of machines, said system comprising: at least one processor adapted to obtain a reference material search request [and] to provide a list of at least one cataloged item associated with at least one reference material relating to at least one of training of field service personnel and service of machines based on the reference material search request" Each of Claims 24, 28 and 29 depend from Claim 23.

Similarly, independent Claim 33 recites a "system for at least one of enabling training of field service personnel and field service of machines [and having] means for providing to [a] second computing unit a list of at least one cataloged item corresponding to at least one reference material relating to at least one of training of field services personnel and field service of machines from [a] first computing unit based on [a] reference material search request" Each of Claims 34, 38, 39, 43 and 44 depend from Claim 33.

Independent Claim 45 recites at "least one program storage device readable by a machine, tangibly embodying at least one program of instructions executable by the machine to perform a method for at least one of enabling training of field service personnel and field service of machines, the method comprising ... providing a list of at least one cataloged item associated with at least one reference material relating to at least one of training of field service personnel and field service of machines based on [a] reference material search request" Each of Claims 46, 50 and 51 depend from Claim 45.

Similarly, independent Claim 55 recites an "article of manufacture comprising: at least one computer usable medium having computer readable program code means embodied therein for causing at least one of enabling training of field service personnel and field service of machines, the computer readable program code means ... comprising ... computer readable program code means for causing [a] first computing unit to provide based on [a] reference material search request, a list of at least one cataloged item associated with at least one reference material relating to at least one of training and field service of machines to [a] second computing unit" Each of Claims 56, 60, 61, 65 and 66 depend from 55.

Appellants respectfully submit that, even if one were to assume that the

teachings or suggestions of Beall and Wong were to be combined, no combination of the references teaches or suggests these recitations of independent Claims 1, 11, 23, 33, 45, and 55.

i. *Beall*: On page 3 of paper number 8 and again on page 3 of paper number 11, it is noted that Beall does not teach providing a list of at least one cataloged item associated with at least one reference material relating to at least one of training of field service personnel and field service of machines, as recited by Claim 1 and analogously by Claims 11, 23, 33, 45 and 55. As noted above, Beall is directed to an electronic catalog requisition system for electronic commerce and purchasing functions. Accordingly, Appellants respectfully submit that Beall does not teach or suggest the above quoted recitations of independent Claims 1, 11, 23, 33, 45 or 55.

ii. *Wong*: Turning to the secondary reference, on page 3 of paper number 8 and on page 3 of paper number 11, Wong is cited to supply the above-discussed deficiency of Beall. In particular, Col. 1, lines 26-41 of Wong are cited. Page 3 of paper number 8 states that "Wong teaches that the requested item is associated with at least one reference material relating to at least one of training of field service personnel and field service of machines [online transaction processing is not only applied in small users but also applied in acquisition, personnel, training and support, see col. 1, lines 26-41]."

Appellants respectfully submit that this characterization of Wong is inaccurate. Wong does not teach or suggest a requested item that is associated with at least one of training of field service personnel and field service of machines, as asserted on page 3 of the Office Action. Rather, the cited portion of Wong (Col. 1, lines 26-41) states:

First, [traditional online transaction processing (OLTP)] systems were closed or proprietary. Transactions processing providers typically offered hardware and software from the same vendor. However, limited competition and expensive hardware and operating system software license and maintenance fees made transaction processing cost prohibitive for small users. Second, the use of communication technology, such as leased lines and wide area network, was typically quite costly and thus the cost of establishing an infrastructure for wide availability of OLTP for a particular enterprise was often prohibitive for small users. Third, customized OLTP systems were developed with expensive development tools and programming languages that required a substantial investment in acquisition, personnel, training, and support, again beyond the means of small users.

Contrary to the claims in papers 8 and 11, Appellants maintain that this cited portion of Wong is a discussion of the hardships faced by small users (small stores or businesses) in setting up electronic catalogs, so that they can sell their goods online. The mention in the cited portion to "acquisition, personnel, training and support" refers only to the costs of developing the electronic catalogs, not to the use of a catalog to train individuals to repair and operate equipment using a computer implemented training method.

Moreover, the statement on page 6 of paper number 11 that "Wong teaches that the system is not only applied in selling goods online but also in training, personnel, and support, again beyond the means of small users" is not supported by the portion of Wong cited by the Examiner (Col. 1, lines 37-41) nor by any other portion of Wong. Rather, as noted above, this cited portion merely explains one reason that traditional, customized OLTP systems were expensive.

In view of the above, Appellants maintain that Wong does not teach or suggest "field service personnel and field service of machines," as recited by Claims 1, 11, 23, 33, 45, and 55. Accordingly, Wong does not supply the above-discussed deficiencies of Beall. **Accordingly, Appellants respectfully submit that a prima facie case has not been made, and that Claims 1, 11, 23, 33, 45, and 55 define allowable subject matter over the cited art. Further, as Claims 2, 6 and 7 depend from Claim 1, Claims 12, 16, 17, 20 and 21 depend from Claim 11, Claims 24, 28 and 29 depend from Claim 23, Claims 34, 38, 39, 43 and 44 depend from Claim 33, Claims 46, 50 and 51 depend from Claim 45, and Claims 56, 60, 61, 65 and 66 depend from 55, these Claims also define allowable subject matter over the cited art.**

b. *Whether Claims 3, 13, 25, 35, 47 and 57 are unpatentable under 35 USC 103(a) over Beall, in view of Wong:*

Claims 3, 13, 25, 35, 47 and 57 define allowable subject matter over Beall, in view of Wong. Appellants' reasoning is as follows. Claims 3, 13, 25, 35, 47 and 57 depend from Claims 1, 11, 23, 33, 45, and 55, respectively. According, Appellants submit that the arguments presented above with respect to Claims 1, 11, 23, 33, 45, and 55 apply with equal force to Claims 3, 13, 25, 35, 47 and 57.

In addition, Claim 3 recites that the reference material search request

comprises data relating to a machine, data relating to a skill level, and data relating to a service task. Claims 13, 25, 35, 47 and 57 have analogous recitations.

Page 3 of the Office Action cites Beall as disclosing data relating to a machine. However, the portion of Beall cited (product information, Fig. 3 and 4, Col. 4 lines 29-41) is directed to product information for use in an electronic catalog of products, not to data relating to a machine. Similarly, the portion of Beall cited as disclosing data relating to a skill level (Col. 1, lines 26-28) states that "[s]implicity becomes particularly important when the catalog is intended to be accessed by users with varying levels of skill or training." Appellants respectfully submit that this cited portion does not teach or suggest a reference material search request comprising data related to a skill level, as recited by Claim 3. Rather, it suggests using a simple catalog. Similarly, the portion of Beall cited as disclosing data relating to a service task (product descriptions, manufacturers, and parametric values, 503 of Fig. 5) is also directed to product information for use in an electronic catalog and does not relate to a service task.

Accordingly, for at least these additional reasons, Appellants respectfully submit that **a prima facie case has not been made and that Claims 3, 13, 25, 35, 47 and 57 define allowable subject matter over the cited art.**

c. *Whether Claims 4, 14, 26, 36, 48 and 58 are unpatentable under 35 USC 103(a) over Beall, in view of Wong.*

Claims 4, 14, 26, 36, 48 and 58 define allowable subject matter over Beall, in view of Wong. Appellants' reasoning is as follows. Claims 4, 14, 26, 36, 48 and 58 depend from Claims 1, 11, 23, 33, 45, and 55, respectively. According, Appellants submit that the arguments presented above with respect to Claims 1, 11, 23, 33, 45, and 55 apply with equal force to Claims 4, 14, 26, 36, 48 and 58.

In addition, Claim 4 recites that that the data relating to the machine comprises data relating to product type and model, the data relating to the skill level comprises data relating to at least one of novice and expert, and the data relating to the service task comprises data relating to at least one of installation, maintenance, and modification. Claims 14, 26, 36, 48 and 58 contain analogous recitations.

However, the portion of Wong cited as disclosing data relating to a machine comprising data related to product type and model (size, color, model ... etc, see Col. 8, lines 45-47) refers to information about a product, not to data relating to a machine, as claimed. Similarly, the portion of Wong cited as disclosing "data relating to the skill level compris[ing] data relating to at least one of novice and expert" and "data relating to the service task compris[ing] data relating to at least one of installation, maintenance, and modification" ("inherent in the product information from suppliers", Col. 4, lines 35-36) does not appear to disclose these recitations of Claim 4.

Accordingly, for at least these additional reasons, Appellants respectfully submit that **a prima facie case has not been made and that Claims 4, 14, 26, 36, 48 and 58 define allowable subject matter over the cited art.**

d. Whether Claims 5, 15, 27, 37, 49 and 59 are unpatentable under 35 USC 103(a) over Beall, in view of Wong.

Claims 5, 15, 27, 37, 49 and 59 define allowable subject matter over Beall, in view of Wong. Appellants' reasoning is as follows. Claims 5, 15, 27, 37, 49 and 59 depend from Claims 1, 11, 23, 33, 45, and 55, respectively. Accordingly, Appellants' arguments with respect to Claims 1, 11, 23, 33, 45, and 55, apply with equal force to Claims 5, 15, 27, 37, 49 and 59.

In addition, Claim 5 recites that the providing the list comprises generating the list from a data storage unit comprising a plurality of cataloged items regarding a plurality of different machine types. Claims 15, 27, 37, 49 and 59 have analogous recitations. In contrast, the portion of Beall cited ("see cataloged items in fig. 3-4") shows product catalogs, not a number of catalogued items regarding a number of different machine types for use in a computer implemented method for at least one of enabling training of field service personnel and field service of machines, as recited by Claim 5.

Accordingly, for at least these additional reasons, Appellants respectfully submit that **a prima facie case has not been made and that Claims 5, 15, 27, 37, 49 and 59 define allowable subject matter over the cited art.**

e. *Whether Claims 8, 18, 30, 40, 52 and 62 are unpatentable under 35 USC 103(a) over Beall, in view of Wong.*

Claims 8, 18, 30, 40, 52 and 62 define allowable subject matter over Beall, in view of Wong. Appellants' reasoning is as follows. Claims 8, 18, 30, 40, 52 and 62 depend from Claims 1, 11, 23, 33, 45, and 55, respectively. Accordingly, Appellants' arguments with respect to Claims 1, 11, 23, 33, 45, and 55, apply with equal force to Claims 8, 18, 30, 40, 52 and 62.

In addition, Claim 8 recites that the at least one cataloged item comprises data relating to a machine, data relating to a skill level, data relating to a service task, and data relating to an authorization level. Claims 18, 30, 40, 52 and 62 have analogous recitations.

As discussed above with respect to Claim 3, the portion of Beall cited as disclosing data relating to a machine (product information, Fig. 3 and 4, Col. 4 lines 29-41) is directed to product information for use in an electronic catalog of products, not to data relating to a machine. Similarly, the portion of Beall cited as disclosing data relating to a skill level (Col. 1, lines 26-28) states that "[s]implicity becomes particularly important when the catalog is intended to be accessed by users with varying levels of skill or training." Appellants respectfully submit that this cited portion does not teach or suggest at least one cataloged item comprising data relating to a skill level, as recited by Claim 8. Rather, it suggests using a simple catalog. Similarly, the portion of Beall cited as disclosing data relating to a service task (product descriptions, manufacturers, and parametric values, 503 of Fig. 5) is also directed to product information for use in an electronic catalog and does not relate to a service task.

Accordingly, for at least these additional reasons, Appellants respectfully submit that **a prima facie case has not been made and that Claims 8, 18, 30, 40, 52 and 62 define allowable subject matter over the cited art.**

f. *Whether Claims 9, 19, 31, 41, 53 and 63 are unpatentable under 35 USC 103(a) over Beall, in view of Wong.*

Claims 9, 19, 31, 41, 53 and 63 define allowable subject matter over Beall, in view of Wong. Appellants' reasoning is as follows. Claims 9, 19, 31, 41, 53 and 63 depend from Claims 1, 11, 23, 33, 45, and 55, respectively. Accordingly, Appellants'

arguments with respect to Claims 1, 11, 23, 33, 45, and 55, apply with equal force to Claims 9, 19, 31, 41, 53 and 63. In addition, Claims 9, 19, 31, 41, 53 and 63 depend from Claims 8, 18, 30, 40, 52 and 62, respectively. Accordingly, the arguments presented above with respect to Claims 8, 18, 30, 40, 52 and 62 apply to Claims 9, 19, 31, 41, 53 and 63.

Moreover, Claim 9 recites that the data relating to the machine comprises data relating to product type and model, the data relating to the skill level comprises data relating to at least one of novice and expert, and the data relating to the service task comprises data relating to at least one of installation, maintenance, and modification. Claims 19, 31, 41, 53 and 63 have analogous recitations.

However, as discussed above with respect to Claim 4, the portion of Wong cited as disclosing data relating to a machine comprising data related to product type and model (size, color, model ... etc, see Col. 8, lines 45-47) refers to information about a product not to data relating to a machine, as claimed. Similarly, the portion of Wong cited as disclosing "data relating to the skill level compris[ing] data relating to at least one of novice and expert" and "data relating to the service task compris[ing] data relating to at least one of installation, maintenance, and modification" ("inherent in the product information from suppliers", Col. 4, lines 35-36) does not appear to disclose these recitations of Claim 9.

Accordingly, for at least these additional reasons, Appellants respectfully submit that **a prima facie case has not been made and that Claims 9, 19, 31, 41, 53 and 63 define allowable subject matter over the cited art.**

g. *Whether Claims 10, 20, 32, 42, 54 and 64 are unpatentable under 35 USC 103(a) over Beall, in view of Wong.*

Claims 10, 20, 32, 42, 54 and 64 define allowable subject matter over Beall, in view of Wong. Appellants' reasoning is as follows. Claims 10, 20, 32, 42, 54 and 64 depend from Claims 1, 11, 23, 33, 45, and 55, respectively. Accordingly, Appellants' arguments with respect to Claims 1, 11, 23, 33, 45, and 55, apply with equal force to Claims 10, 20, 32, 42, 54 and 64.

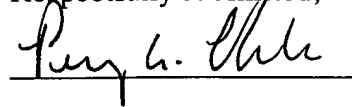
In addition, Claim 10 recites that the providing the copy comprises retrieving the copy from a data storage unit comprising data relating to at least one of training manuals and service manuals. Claims 20, 32, 42, 54 and 64 have analogous recitations. However, Appellants respectfully submit that the portion of Wong cited as disclosing this additional recitation of Claim 10 ("inherent in product information, 20 of fig. 2") does not disclose this recitation. For example, the detailed list of product information provided in Fig. 2 does not include a training or a service manual, as is consistent with the fact that Wong is not directed to a method for enabling training of field service personnel and field service of machines but rather to a method for generating and displaying a catalog for online transaction processing, such as involving the electronic purchase of goods.

Accordingly, for at least these additional reasons, Appellants respectfully submit that **a prima facie case has not been made and that Claims 10, 20, 32, 42, 54 and 64 define allowable subject matter over the cited art.**

CONCLUSION

Accordingly, Appellants respectfully submit that the claimed invention defines allowable subject matter over the applied art.

Respectfully submitted,

A handwritten signature in cursive script, appearing to read "Penny A. Clarke", is written over a horizontal line.

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APPENDIX:

1. A computer implemented method for at least one of enabling training of field service personnel and field service of machines, the computer implemented method comprising:

obtaining a reference material search request;

providing a list of at least one cataloged item associated with at least one reference material relating to at least one of training of field service personnel and field service of machines based on the reference material search request; and

providing a copy of the at least one reference material associated with the at least one cataloged item.

2. The computer implemented method of claim 1 wherein the reference material search request comprises data relating to at least one of a data relating to a machine, data relating to a skill level, data relating to a service task, and a keyword.

3. The computer implemented method of claim 1 wherein the reference material search request comprises data relating to a machine, data relating to a skill level, and data relating to a service task.

4. The computer implemented method of claim 3 wherein the data relating to the machine comprises data relating to product type and model, the data relating to the skill level comprises data relating to at least one of novice and expert, and the data relating to the service task comprises data relating to at least one of installation, maintenance, and modification.

5. The computer implemented method of claim 1 wherein the providing the list comprises generating the list from a data storage unit comprising a plurality of cataloged items regarding a plurality of different machine types.

6. The computer implemented method of claim 1 wherein the providing the list comprises generating the list from a data storage unit comprising a plurality of cataloged items based on an authorization level.

7. The computer implemented method of claim 1 wherein the at least one cataloged item comprises at least one of data relating to a machine, data relating to a skill level, data relating to a service task, and data relating to an authorization level.

8. The computer implemented method of claim 1 wherein the at least one cataloged item comprises data relating to a machine, data relating to a skill level, data relating to a service task, and data relating to an authorization level.

9. The computer implemented method of claim 8 wherein the data relating to the machine comprises data relating to product type and model, the data relating to the skill level comprises data relating to at least one of novice and expert, and the data relating to the service task comprises data relating to at least one of installation, maintenance, and modification.

10. The computer implemented method of claim 1 wherein the providing the copy comprises retrieving the copy from a data storage unit comprising data relating to at least one of training manuals and service manuals.

11. A method for at least one of enabling training of field service personnel and field service of machines, the method comprising:

obtaining at a first computing unit a reference material search request from a second computing unit coupled to the first computing unit via a communications network;

providing to the second computing unit a list of at least one cataloged item associated with at least one reference material relating to at least one of training of field

service personnel and field service of machines from the first computing unit based on the reference material search request; and

providing to the second computing unit a copy of the at least one reference material associated with the at least one cataloged item from the first computing unit.

12. The method of claim 11 wherein the reference material search request comprises at least one of data relating to a machine, data relating to a skill level, data relating to a service task, and a keyword.

13. The method of claim 11 wherein the reference material search request comprises data relating to a machine, data relating to a skill level, and data relating to a service task.

14. The method of claim 13 wherein the data relating to the machine comprises data relating to product type and model, the data relating to the skill level comprises data relating to at least one of novice and expert, and the data relating to a service task comprises data relating to at least one of installation, maintenance, and modification.

15. The method of claim 11 wherein the providing the list comprises generating the list from a data storage unit comprising a plurality of cataloged items regarding a plurality of different machine types.

16. The method of claim 11 wherein the providing the list comprises generating the list from a data storage unit comprising a plurality of cataloged items based on an authorization level.

17. The method of claim 11 wherein the at least one cataloged item comprises at least one of data relating to a machine, data relating to a skill level, data relating to a service task, and data relating to an authorization level.

18. The method of claim 11 wherein the at least one cataloged item comprises data relating to a machine, data relating to a skill level, data relating to a service task, and data relating to an authorization level.

19. The method of claim 18 wherein the data relating to the machine comprises data relating to product type and model, the data relating to the skill level comprises data relating to at least one of novice and expert, and the data relating to the service task comprises data relating to at least one of installation, maintenance, and modification.

20. The method of claim 11 wherein the providing the copy comprises retrieving the copy from a data storage unit comprising data relating to at least one of training manuals and service manuals.

21. The method of claim 11 wherein the second computing unit is a handheld computer.

22. The method of claim 11 wherein the communications network is a global computer network.

23. A system for at least one of enabling training of field service personnel and field service of machines, said system comprising:

at least one processor adapted to obtain a reference material search request;

said at least one processor adapted to provide a list of at least one cataloged item associated with at least one reference material relating to at least one of training of field service personnel and service of machines based on the reference material search request; and

said at least one processor adapted to provide a copy of the at least one reference material associated with the at least one cataloged item.

24. The system of claim 23 wherein the reference material search request comprises at least one of data relating to a machine, data relating to a skill level, data relating to a service task, and a keyword.

25. The system of claim 23 wherein the search request comprises data relating to the machine, data relating to a skill level, and data relating to a service task.

26. The system of claim 25 wherein the data relating to the machine comprises data relating to product type and model, the data relating to a skill level comprises data relating to at least one of novice and expert, and the data relating to a service task comprises data relating to at least one of installation, maintenance, and modification.

27. The system of claim 23 wherein the at least one processor is adapted to generate the list from a data storage unit comprising a plurality of cataloged items regarding a plurality of different machine types.

28. The system of claim 23 wherein the at least one processor is adapted to generate the list from a data storage unit comprising a plurality of cataloged items based on an authorization level.

29. The system of claim 23 wherein the at least one cataloged item comprises at least one of data relating to a machine, data relating to a skill level, data relating to a service task, and data relating to an authorization level.

30. The system of claim 23 wherein the at least one cataloged item comprises data relating to a machine, data relating to a skill level, data relating to a service task, and data relating to an authorization level.

31. The system of claim 30 wherein the data relating to the machine comprises data relating to product type and model, the data relating to the skill level comprises data

relating to at least one of novice and expert, and the data relating to the service task comprises data relating to at least one of installation, maintenance, and modification.

32. The system of claim 23 wherein the at least one processor is adapted to retrieve the copy from a data storage unit comprising data relating to at least one of training manuals and service manuals.

33. A system for at least one of enabling training of field service personnel and field service of machines, said system comprising:

means for obtaining at a first computing unit a reference material search request from a second computing unit coupled to the first computing unit via a communications network;

means for providing to the second computing unit a list of at least one cataloged item corresponding to at least one reference material relating to at least one of training of field services personnel and field service of machines from the first computing unit based on the reference material search request; and

means for providing to the second computing unit a copy of the at least one reference material associated with the at least one cataloged item from the first computing unit.

34. The system of claim 33 wherein the reference material search request comprises at least one of data relating to a machine, data relating to a skill level, data relating to a service task, and a keyword.

35. The system of claim 33 wherein the reference material search request comprises data relating to a machine, data relating to a skill level, and data relating to a service task.

36. The system of claim 35 wherein the data relating to the machine comprises product data relating to type and model, the data relating to the skill level comprises data relating to at least one of novice and expert, and the data relating to the service task comprises data relating to at least one of installation, maintenance, and modification.

37. The system of claim 33 wherein the means for providing the list comprises means for generating the list from a data storage unit comprising a plurality of cataloged items regarding a plurality of different machine types.

38. The system of claim 33 wherein the means for providing the list comprises means for generating the list from a data storage unit comprising a plurality of cataloged items based on an authorization level.

39. The system of claim 33 wherein the at least one cataloged item comprises at least one of data relating to a machine, data relating to a skill level, data relating to a service task, and data relating to an authorization level.

40. The system of claim 33 wherein the at least one cataloged item comprises data relating to a machine, data relating to a skill level, data relating to a service task, and data relating to an authorization level.

41. The system of claim 40 wherein the data relating to the machine comprises data relating to product type and model, the data relating to the skill level comprises data relating to at least one of novice and expert, and the data relating to the service task comprises data relating to at least one of installation, maintenance, and modification.

42. The system of claim 33 wherein the means for providing the copy comprises retrieving the copy from a data storage unit comprising data relating to at least one of training manuals and service manuals.

43. The system of claim 33 wherein the second computing unit is a handheld computer.

44. The system of claim 33 wherein the communications network is a global computer network.

45. At least one program storage device readable by a machine, tangibly embodying at least one program of instructions executable by the machine to perform a method for at least one of enabling training of field service personnel and field service of machines, the method comprising:

obtaining a reference material search request;

providing a list of at least one cataloged item associated with at least one reference material relating to at least one of training of field service personnel and field service of machines based on the reference material search request; and

providing a copy of the at least one reference material associated with the at least one cataloged item.

46. The at least one program storage device of claim 45 wherein the reference material search request comprises data relating to at least one of a data relating to a machine, data relating to a skill level, data relating to a service task, and a keyword.

47. The at least one program storage device of claim 45 wherein the reference material search request comprises data relating to a machine, data relating to a skill level, and data relating to a service task.

48. The at least one program storage device of claim 47 wherein the data relating to the machine comprises data relating to product type and model, the data relating to the skill level comprises data relating to at least one of novice and expert, and the data relating to the service task comprises data relating to at least one of installation, maintenance, and modification.

49. The at least one program storage device of claim 45 wherein the providing the list comprises generating the list from a data storage unit comprising a plurality of cataloged items regarding a plurality of different machine types.

50. The at least one program storage device of claim 45 wherein the providing the list comprises generating the list from a data storage unit comprising a plurality of cataloged items based on an authorization level.

51. The at least one program storage device of claim 45 wherein the at least one cataloged item comprises at least one of data relating to a machine, data relating to a skill level, data relating to a service task, and data relating to an authorization level.

52. The at least one program storage device of claim 45 wherein the at least one cataloged item comprises data relating to a machine, data relating to a skill level, data relating to a service task, and data relating to an authorization level.

53. The at least one program storage device of claim 52 wherein the data relating to the machine comprises data relating to product type and model, the data relating to the skill level comprises data relating to at least one of novice and expert, and the data relating to the service task comprises data relating to at least one of installation, maintenance, and modification.

54. The at least one program storage device of claim 45 wherein the providing the copy comprises retrieving the copy from a data storage unit comprising data relating to at least one of training manuals and service manuals.

55. An article of manufacture comprising:

at least one computer usable medium having computer readable program code means embodied therein for causing at least one of enabling training of field service personnel and field service of machines, the computer readable program code means in said article of manufacture comprising:

computer readable program code means for causing a first computing unit to obtain a reference material search request from a second computing unit coupled to the first computing unit via a communications network;

computer readable program code means for causing the first computing unit to provide based on the reference material search request, a list of at least one cataloged item

associated with at least one reference material relating to at least one of training and field service of machines to the second computing unit; and

computer readable program code means for causing the first computing unit to provide a copy of the at least one reference material associated with the at least one cataloged item to the second computing unit.

56. The article of manufacture of claim 55 wherein the reference material search request comprises at least one of data relating to a machine, data relating to a skill level, data relating to a service task, and a keyword.

57. The article of manufacture of claim 55 wherein the reference material search request comprises data relating to a machine, data relating to a skill level, and data relating to a service task.

58. The article of manufacture of claim 57 wherein the data relating to the machine comprises data relating to product type and model, the data relating to the skill level comprises data relating to at least one of novice and expert, and the data relating to a service task comprises data relating to at least one of installation, maintenance, and modification.

59. The article of manufacture of claim 55 wherein the computer readable program code means for causing the first computing unit to provide the list comprises computer readable program code means for causing the first computing unit to generate the list from a data storage unit comprising a plurality of cataloged items regarding a plurality of different machine types.

60. The article of manufacture of claim 55 wherein the computer readable program code means for causing the first computing unit to provide the list comprises computer readable program code means for causing the first computing unit to generate the list from a data storage unit comprising a plurality of cataloged items based on an authorization level.

61. The article of manufacture of claim 55 wherein the at least one cataloged item comprises at least one of data relating to a machine, data relating to a skill level, data relating to a service task, and data relating to an authorization level.

62. The article of manufacture of claim 55 wherein the at least one cataloged item comprises data relating to a machine, data relating to a skill level, data relating to a service task, and data relating to an authorization level.

63. The article of manufacture of claim 62 wherein the data relating to the machine comprises data relating to product type and model, the data relating to the skill level comprises data relating to at least one of novice and expert, and the data relating to the service task comprises data relating to at least one of installation, maintenance, and modification.

64. The article of manufacture of claim 55 wherein the computer readable program code means for causing the first computing unit to provide the copy comprises computer readable program code means for causing the first computing unit to retrieve the copy from a data storage unit comprising data relating to at least one of training manuals and service manuals.

65. The article of manufacture of claim 55 wherein the second computing unit is a handheld computer.

66. The article of manufacture of claim 55 wherein the communications network is a global computer network.

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Serial No.: 10/606,093

Date of Deposit DECEMBER 3, 2003

Filed: June 27, 2000

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Signature Rita M. Lynn

For: METHOD AND SYSTEM FOR ENABLING TRAINING OF FIELD SERVICE PERSONNEL
AND FIELD SERVICE OF MACHINES

GE Co. Docket No.: RD-27075/USA-3

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Appeal Brief w/Appendix w/Certificate of Mailing

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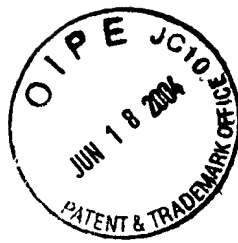
R. Shah

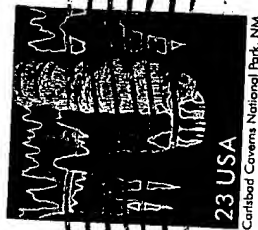
Serial No. 09/606,093

Docket No. RD-27075/USA-3

PA Clarke

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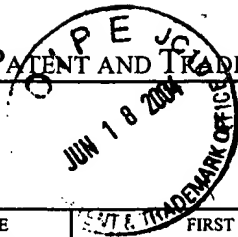
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APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
09/606,093	06/27/2000	Rasiklal Punjalal Shah	RD-27,075/USA	4082

6147 7590 06/01/2004

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EXAMINER

PARDO, THUY N

ART UNIT	PAPER NUMBER
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2175

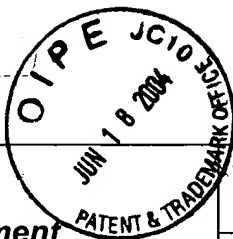
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**Notice of Abandonment**

Application No.

09/606,093

Examiner

Thuy Pardo

Applicant(s)

SHAH ET AL.

Art Unit

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This application is abandoned in view of:

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1. ☒ Applicant's failure to timely file a proper reply to the Office letter mailed on 30 October 2003.
 - (a) ☐ A reply was received on _____ (with a Certificate of Mailing or Transmission dated _____), which is after the expiration of the period for reply (including a total extension of time of _____ month(s)) which expired on _____.
 - (b) ☐ A proposed reply was received on _____, but it does not constitute a proper reply under 37 CFR 1.113 (a) to the final rejection.
(A proper reply under 37 CFR 1.113 to a final rejection consists only of: (1) a timely filed amendment which places the application in condition for allowance; (2) a timely filed Notice of Appeal (with appeal fee); or (3) a timely filed Request for Continued Examination (RCE) in compliance with 37 CFR 1.114).
 - (c) ☐ A reply was received on _____ but it does not constitute a proper reply, or a bona fide attempt at a proper reply, to the non-final rejection. See 37 CFR 1.85(a) and 1.111. (See explanation in box 7 below).
 - (d) ☒ No reply has been received.
2. ☐ Applicant's failure to timely pay the required issue fee and publication fee, if applicable, within the statutory period of three months from the mailing date of the Notice of Allowance (PTOL-85).
 - (a) ☐ The issue fee and publication fee, if applicable, was received on _____ (with a Certificate of Mailing or Transmission dated _____), which is after the expiration of the statutory period for payment of the issue fee (and publication fee) set in the Notice of Allowance (PTOL-85).
 - (b) ☐ The submitted fee of \$_____ is insufficient. A balance of \$_____ is due.
The issue fee required by 37 CFR 1.18 is \$_____. The publication fee, if required by 37 CFR 1.18(d), is \$_____.
 - (c) ☐ The issue fee and publication fee, if applicable, has not been received.
3. ☐ Applicant's failure to timely file corrected drawings as required by, and within the three-month period set in, the Notice of Allowability (PTO-37).
 - (a) ☐ Proposed corrected drawings were received on _____ (with a Certificate of Mailing or Transmission dated _____), which is after the expiration of the period for reply.
 - (b) ☐ No corrected drawings have been received.
4. ☐ The letter of express abandonment which is signed by the attorney or agent of record, the assignee of the entire interest, or all of the applicants.
5. ☐ The letter of express abandonment which is signed by an attorney or agent (acting in a representative capacity under 37 CFR 1.34(a)) upon the filing of a continuing application.
6. ☐ The decision by the Board of Patent Appeals and Interference rendered on _____ and because the period for seeking court review of the decision has expired and there are no allowed claims.
7. ☒ The reason(s) below:

No Appeal Brief has been received since Notice of Appeal filed on October 16, 2003


**THUY N. PARDO
PRIMARY EXAMINER**

Petitions to revive under 37 CFR 1.137(a) or (b), or requests to withdraw the holding of abandonment under 37 CFR 1.181, should be promptly filed to minimize any negative effects on patent term.



UNITED STATES DEPARTMENT
Patent and Trademark Office
ASSISTANT SECRETARY AND COMMISSIONER
OF PATENTS AND TRADEMARKS
Washington, D C 20231

GAU 2175

S/N 09/606,093

Date: 06-22-04

To: Group Directors/HSAEs

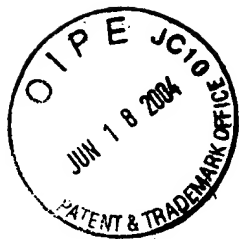
From: Office of Initial Patent Examination

Subject: Miscellaneous Papers

The attached papers belong in files that are housed at the warehouse. PLEASE do not send any papers to the warehouse or to our office for processing, but request the files from the warehouse and take the appropriate action.

Thank You,

(AN)
OIPE



9200/2175
210

GE Global Research

One Research Circle, K1 3A 72
Niskayuna, NY 12309
Phone: (518) 387-5349
Fax: (518) 387-7751

June 15, 2004

Mail Stop Petition
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

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JUN 25 2004

Technology Center 2100

RE: Inventor: Shah et al.
 Serial No.: 09/606,093
 Filed: June 27, 2000
 Title: METHOD AND SYSTEM FOR ENABLING TRAINING OF
 FIELD SERVICE PERSONNEL AND FIELD SERVICE OF
 MACHINES

Sir:

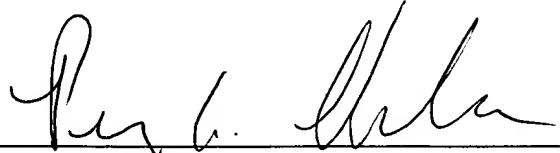
Enclosed are the following documents for the above-identified patent application:

1. A petition to withdraw the holding of abandonment under 37 C.F.R. §1.181;
2. A Notice of Appeal dated October 14, 2003 (Exhibit A);
3. An advisory action from the U.S. Patent and Trademark Office (USPTO)
 dated October 30, 2003 (Exhibit B);
4. An Appeal Brief Submitted December 5 2003 (Exhibit C);
5. A Deposit Account Order Form submitted with the Appeal Brief (Exhibit D);
6. A post card received from the USPTO confirming timely receipt by the
 USPTO of the Appeal Brief stamped December 8, 2003 (Exhibit E); and

7. A Notice Of Abandonment (Exhibit F).

Although it is believed that no fee is required for this petition, please charge any necessary fees to the Assignee's Deposit Account No. 07-0868. Kindly address any questions to Applicants' undersigned representative.

Respectfully submitted,



Penny A. Clarke
Attorney for Applicant
Registration No. 46,627
Telephone: (518) 387-5349

Niskayuna, NY 12309
Dated: June 15, 2004

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